

#### REMARKS

1. Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the amendments and discussion that follows. Claims 1-55 are pending in this application.

Claims 19, 27-29 and 41 have been objected to for certain informalities. Claims 1-5, 8-24, 27-42 and 45-55 have been rejected under 35 U.S.C. §103(a) as being obvious over U.S. Patent No. 6,192,050 to Stovall in view of U.S. Patent No. 6,021,428 to Miloslavsky, U.S. Pat. No. 5,958,014 to Cave and U.S. Pat. No. 6,295,551 to Roberts et al. Claims 6-7, 25-26 and 43-44 have been rejected under 35 U.S.C. §103(a) as being obvious over Stovall in view of Roberts et al., Cave, Miloslavsky and U.S. Patent No. 6,657,282 to Gerber et al. After a careful review of the claims (as amended), it has been concluded that the rejections are in error and the rejections are, therefore, traversed.

2. Claims 19, 27-29 and 41 have been objected to for certain informalities. In response, the informalities have been corrected as suggested by the Examiner.

3. Claims 1-5, 8-24, 27-42 and 45-55 have been rejected as being obvious over Stovall in view of Miloslavsky, Cave and Roberts et al. In response, independent claims 1, 18, 19, 20 and 37 have been further limited to the context where agent terminals function as web sites and where a help request is regarded as an additional search term. Support for agent terminals functioning as web sites, for regarding help requests as additional search terms and for

the web application that provides these features may be found at numerous locations within the specification (e.g., page 6, lines 14-19, page 9, lines 16-30, etc.).

The use of a help request as an additional search term would be recognized as a significant innovation over the teachings of the combination of Stovall, Miloslavsky, Cave and Roberts et al. For example, providing agent terminals that function as web sites allows the information search process of the original web site to operate as part of a continuous process. The treatment of the help request as an additional search term allows the search process (and agent selection) to be controlled by the Internet user rather than by the web site owner.

In contrast, Stovall and Cave are directed to conventional call routing techniques. Roberts et al. is directed to joint browsing. Instead of dealing with help requests, Miloslavsky merely matches key words from e-mails with key words in an agent skills list. Since Miloslavsky merely matches key words between e-mails and agents skills lists, there would be no searching based upon information content. In addition, information searching would be recognized to be a far more complex process than mere word matching.

Since the combination fails to teach or suggest the feature of agent terminals that function as web sites or the use of a help request as an additional search term, the rejections are now believed to be improper. Since the rejections are now improper, they should be withdrawn.

4. Claims 6-7, 25-26 and 43-44 have been rejected as being obvious over Stovall in view of Roberts et al., Cave, Miloslavsky and Gerber et al. However, a review of Gerber

et al. reveals that Gerber et al. also fails to provide any teaching or suggestion of providing agent terminals that function as web sites or of using the help request as an additional search term. As such, the combination of Stovall, Roberts et al., Cave, Miloslavsky and Gerber et al. fails to teach each and every claim limitation. Since the combination fails to teach each and every claim limitation, the rejection is believed to be improper and should be withdrawn.

4. Allowance of claims 1-55, as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,  
WELSH & KATZ, LTD.

By

A handwritten signature in black ink, appearing to be 'Jon P. Christensen', with a long horizontal line extending to the right.

Jon P. Christensen

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